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To assess if job stress and family pressure affects quality of work of nurses

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Abstract---Purpose: The present study aimed to understand the effects of stress and family pressure on nursing staff's mental and physical health and the impact of their work on their quality of life. Nursing staff encounters many stress factors that affect them mentally and physically then, in turn, affect their productivity and general quality of life. Method and material: A cross-sectional study was conducted among 99 nurses, 54 male and 45 female, working in different settings, either be at home or in hospitals all across India. Data was collected using the SF-36 questionnaire and the RAND SCORING TOOL to help analyze the data. Results: Using an independent sample t-test with the t value of 86.547 with a p value < 0.005 and a mean of 88.21±6.606. The total population recorded is affected by stress factors, and the correlation is directly proportional to the age of the people. Therefore, if the period goes high, the quality of life is most likely affected due to Stress and family pressure. Conclusion: Nursing staff is very demanding in both working settings, both at hospitals and home. Different stress factors affect both the mental and physical health of nursing staff. All these should be taken into account to help nursing staff improve their productivity and longevity in doing the job.

Keywords---mental health, physical health, stress.

Introduction

Nursing is among the most demanding working professions that can be emotionally, physically, and mentally demanding. As defined by WHO, it "encompasses autonomous and collaborative care of individuals of all ages,

families, groups, and communities, sick or well and in all settings. The nursing profession can be done at the hospitals or at home as personal nurses or nursing for individual patients. Unfortunately, there is still a shortage of these people in many developing countries, leading to few nursing staff working long hours and extensive work due to the high demand caused by many patients. The nursing profession is vital as the nurse's primary job includes monitoring patients' vital signs and nurturing the patient back to recovery. In addition, nurses spend the most time with the patient, monitoring their progress and assisting the patient to be more comfortable. Nursing is a demanding profession that, most of the time, exhausts an individual not only physically but also mentally.

This study aims to identify the various problems associated with this profession and compare its impact on nursing staff who work in hospitals or as personal home nurses (minimum of 12 hours) and how they affect their quality of life. Problems that people in this profession usually encounter can include workload, mental health problems, physical health problems, stress, and hospital-acquired infections. Ensuring the health of working nurse staff is vital as it can affect the outcome of the patient's recovery. The nurse's productivity can be affected by the above factors, leading them to be absent entirely or present (attending work while being sick). All of these can lead to increased workplace error, decreased quality of patient care, and low level of patient satisfaction which can cause a significant impact on their progress to recovery.

Firstly, Workload leading to burnout is one of the challenges nursing staff face. Nursing staff can be considered primary caregivers after the family. They assist the doctors in assessing and monitoring the patients. Their job description includes helping the patients move, feed, clean, and educate them about the best way to care for themselves or family members. For primarily bed-written patients and those who cannot perform daily activities by themselves, the nurses usually assist them in achieving comfort and relief. These activities can include moving the patient from the bed to the chair, turning the patient, cleaning the patient, and helping the patient with other activities like feeding. Due to the increasing demand for nursing staff and the workforce shortage, most nurses work overtime (12-18hrs) and assist many patients during the day, including manual labor as moving patients. As a result, there is a massive workload for the healthcare workers, which can generally impact their mental and physical health leading to burnout.

Secondly, Nursing is a demanding profession that can drain one emotionally, physically, and emotionally. Most nursing staff are at high risk of developing mental disorders like anxiety and depression. Nurses face vitality and burnout due to various factors. *Vitality* can be defined as a sense of general well-being, optimism, and flourishing. Some hostile working conditions such as death, stress, and dealing with depressed patients can impact the mental health of the nurses. When nurses lack support combined with a high level of stress, increased workload, and low reward, they fall into depression. Also, the nursing staff's mental health can be affected due to increased public and professional expectations, workplace violence, and role conflicts. The nurses are subjected to an environment with high patient mortality, traumatic events or situations, and contests with physicians, which negatively impact their mental health.

Also, the nursing occupation includes many physical activities that involve lifting heavy objects and patients, moving from one place to another, and trying as much as possible to assist the patients. Heavy lifting or other workplace accidents can affect the physical health of nurses. Musculoskeletal disorders are common injuries to nursing staff, such as lower back, neck, shoulder, and upper back pain. These are caused by numerous handling (transferring and repositioning), frequent trunk flexion (bending) and rotation, awkward postures, and long hours of standing and moving. All these are the major causes that can impact the physical health of nursing staff.

Furthermore, stress can influence the physical and emotional well-being of nursing staff. Many studies were done about the impact of workplace stress on individuals' mental and physical well-being. A high level of stress can lead to decreased job satisfaction and an increased number of nursing staff quitting the profession early. The story of the stress of the work can predict the turnover of the nursing profession, whereas high-stress level leads to early turnover while low-stress level leads to late turnover. Also, stress can determine the job satisfaction of nursing staff, which can impact their productivity in the field. Not every stress is generated by workplace stress. Workplace stress includes working for long hours, human contact, and severe rapid decision making (these decisions can cause a significant impact on both the patients and the staff's life, including financial, social, or others), and this can be so pressuring in one's mental and physical state.

In addition to all this, hospital-acquired infections are another challenge faced by nursing staff. These are all infections that can be acquired in hospitals; these pose a threat to healthcare workers' health as they are constantly exposed and at more significant risk of developing them. These HAIs include TB, COVID, and other easily infected diseases. The nursing staff is at higher risk as they have close contact with patients with all these diseases to help them recover. Due to their job requiring them to be in close contact with them hence easily infected, and some of these infections can impact their lives as some can cause low productivity, absence from work, and some can even lead to loss of life.

The lack of proper recognition is a problem faced by nursing staff. A *Hospital* is a place that should be considered safe for patients and the nursing staff to carry out their responsibility. However, most nurses do not get any recognition for all their hard work in most cases. Nurses play a vital role in ensuring the best care for the patient but have no support system, leading to their work unnoticed. Also, in cases of inspections done by the medical councils, the outcomes of these inspections are usually not shared by them, and therefore no acknowledgment is given to them for all the rugged good work they do.

Nurses usually perform roles in almost all healthcare settings, not their job description. Hence, they are left with limited time to carry out their essential functions and responsibilities. They tend to spend more time doing menial work like billing, record keeping, inventory, laundry, diet, physiotherapy, absconding of the patient, etc., therefore reducing time for patient care. For example, if there is any fault in these roles, the nurses have to bear the consequences in which their

leave days are reduced, salary deductions, etc. Many healthcare facilities have taken lightly this matter whereby the laws do not favor nurses.

The lack of teamwork and unity among healthcare workers is another challenge for nursing staff. Well-coordinated relationship among healthcare workers is a bare minimum requirement for the healthcare system to become very efficient. Nurses bear the criticism and harsh impact of every dreadful incident in the hospital. If the patient is not satisfied with the care rendered in the hospital, all the blame is usually directed to the nurses, even when the problem does not involve them. Unsatisfaction in the care rendered may vary from ineffective medical care to the unavailability of doctors. Nurses tend to be blamed for all of these, even when they are beyond their ability. In addition, shortage and unavailability of equipment in the hospital affect the quality of care. Although the responsibility is not necessarily on nurses, the system can unfairly blame the nursing staff for these unfavorable conditions.

Nurses encounter a higher risk of developing workplace health hazards if no proper precautions are taken. Nurses usually encounter various biological, physical, and chemical hazards while performing their regular duties. The level of danger in the workplace, resource availability and health precaution training which are available to nurses, the application and use of such training and resources combined with full management support and adequate leadership are critical factors in preventing dangerous outcomes from the occupational safety and health hazards nurses are exposed to daily.

The importance of understanding the problems faced by the nursing profession is to predict the profession's turnover and create strategies that can assist the nurses in overcoming some difficulties and formulating solutions to increase the productivity of individual staff and patient satisfaction. In addition, it is essential to understand the problems to create a more favorable work environment for nursing staff and therefore encourage more people to uptake the career to balance the demand of the nursing staff with the patients that require assistance.

This study compares nursing staff's working environment at the hospital and those working as home nurses for personal patients. By determining the problems encountered by professionals in general, both at hospitals and home, we can differentiate the extent of the issues in these two nursing staff issues. This will help us predict the turnover of jobs and job satisfaction. Furthermore, this will encourage future people to embark on this profession.

Need of study

1. The lack of this study is to identify the various problems associated with nursing staff both at hospitals and those working as home nursing staff. These stress factors and family pressure can influence nurses in different aspects such as mentally, physically, and in general, affect their overall quality of work.
2. These problems include mental health problems such as stress and anxiety and physical issues such as musculoskeletal disorders or associated physical injuries.

Why is it important?

By understanding the stress factors associated with these careers, we can develop coping strategies that can aid in improving their work productivity and quality of work in general. These factors directly affect the patient's recovery outcome.

Methodology**Setting and subjects**

The subjects in the study include all the nursing staff who work in both hospital settings and home settings. The study is a cross-sectional study of nursing staff in India in different working facilities. A non-probability sampling method is to recruit eligible participants over the age of 18 years with a working experience of at least two or more two years.

Data collection

The questionnaire is shared via emails and different group chats. The questionnaire was receptive to whoever fit the standards of nursing staff or healthcare workers. The questionnaire was in google form, whereby one is in a position to access it through the shared link. The self-completed questionnaire is the standard Short Form 36 (SF-36). The 36-Item Short-Form Health Survey questionnaire (SF-36) may be a fashionable instrument for evaluating Health-Related Quality of Life. The SF-36 measures eight scales: physical functioning (PF), role physical (RP), bodily pain (BP), general health (GH), vitality (VT), social functioning (SF), and role emotional (RE), and mental state (MH). this component analysis shows that there are two distinct concepts measured by the SF-36: one being a physical dimension, represented by the Physical Component Summary (PCS), and the second mental dimension, represented by the Mental Component Summary (MCS) (SF-36 total score as one measure of health-related quality of life: scoping review. Liliane Lins and Fernando Martins Carvalho. 2016)

Result

This chapter deals with presenting results after the data was collected and analyzed. A t-test was performed on independent variables. There were 99 participants, 54 were male, and 45 were female. 24 of the participants were nurses working in the home environment, and 48 were nursing staff in the hospital environment. An independent sample T-test was performed to determine the significant difference between the two groups of nursing staff in comparison with their mental and physical health. Variable factors included age, gender, hours working per day, years on the job, any underlying medical history, and questions on the SF-36 questionnaire.

They are using an independent sample t-test with the t value of 86.547 with a p value < 0.005 and a mean of 88.21±6.606. The total population is recorded affected by stress factors, and the correlation is directly proportional to the age of the people. Therefore, if the age goes high, the quality of life is most likely affected due to Stress and family pressure. This rejects the null hypothesis, meaning there

is a significant relationship between job stress and family pressure on nursing staff's quality of work. The results of the analysis are shown below.

GENDER					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	MALE	54	54.5	54.5	54.5
	FEMALE	45	45.5	45.5	100.0
	Total	99	100.0	100.0	

1:1 table showing the gender of the participants

OCCUPATION					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Nurse at Hospital	48	48.5	48.5	48.5
	Nurse at Home	24	24.2	24.2	72.7
	Others	27	27.3	27.3	100.0
	Total	99	100.0	100.0	

1:2 table showing the occupation of the participants

VARIABLES	N	Mean ± Std. Deviation
AGE	99	31.14±8.805
WORKING HOUR PER DAY	99	3.06±1.008
YEAR IN THE JOB	99	2.99±1.305

1:3 table showing the mean and standard deviation

ANY UNDERLINING MEDICAL HISTORY					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Anxiety	2	2.0	2.0	2.0
	asthma	2	2.0	2.0	4.0
	Back pain	8	8.1	8.1	12.1
	Back pro	4	4.0	4.0	16.2
	Cervical	3	3.0	3.0	19.2
	COVID	2	2.0	2.0	21.2
	Depression	4	4.0	4.0	25.3
	Diabetes	2	2.0	2.0	27.3
	High bp	2	2.0	2.0	29.3
	no	3	3.0	3.0	32.3
	No medic	6	6.1	6.1	38.4
	none	6	6.1	6.1	44.4
	None	45	45.5	45.5	89.9
	None und	3	3.0	3.0	92.9
	Pcod	3	3.0	3.0	96.0
	Shoulder	2	2.0	2.0	98.0
	Ulcer	2	2.0	2.0	100.0
	Total	99	100.0	100.0	

1:4 table showing the underlying medical history, frequency, percent and cumulative frequency

<i>RAND 36-Item Health Survey(SCORE)</i>						
	N	Mean	Std. Deviation	Std. Error Mean	T TEST	P VALUE
<i>SCORE</i>	99	86.13	7.986	1.001	83.456	P<0.005

1:5 table showing the mean, standard deviation, std error mean t-test and p-value

0 Highest Good Health Possible
100 Minimal Health Possible.

As by the data (88.21±6.606) we can say that the health is affected.

<i>Correlations</i>			
		Age	SCORE
<i>Age</i>	Pearson Correlation	1	-.101
<i>SCORE</i>	Pearson Correlation	-.101	1

The Data is showing Negative correlation means that if age increase the health is getting affected.

Discussion

The study was designed to understand the job stress and family pressure factors that can affect nursing staff's physical and mental health working in hospital and home settings and, in general, affect their quality of life. The study sample included nursing staff who work in hospitals or as personal caretakers for patients at home. In the study, we were able to identify the difficulty that can be seen in nursing staff and their different impact due to other settings. T-test run showed there is a significant in job stress and family pressure on the quality of life of nursing staff. Various stress factors can affect the quality of life. For example, age correlates directly proportional to the quality of life, meaning as the nursing staff gets older, the stress becomes harder to control; hence their quality-of-life decreases. The same goes for how many hours of work and previous medical history. All these are contributing factors to the job stress affecting the quality of life. Stress can affect an individual both physically and mentally.

We were able to explore the nursing staff's mental and physical aspects in both settings (as these different settings come with additional job stress and pressure) in terms of their physical abilities. In addition, how they are affected due to the work environment, they are in and also mental strength on how they feel about themselves, socialize and deal with day-to-day challenges mentally. Most nursing staff in hospital settings were seen to have difficulties in physical health. They were seen to show more problems in physical activities than the nursing staff at home due to different factors such as age, hours of work, and previous history. This strenuous work can reduce their quality of life and interfere with their performance at work, at home, or even social interaction with other people in society.

In terms of their mental health, some of the subjects were depressed as they faced mental challenges while dealing with patients' suffering and sickness. This was more prevalent during pandemics like the COVID-19 that occurred in 2019- to the present, whereby nursing staff was able to witness hundreds of patients coming in sick and not being able to help them due to lack of medicine, oxygen, hospital beds, ventilators and nursing staff shortage due to high patient with low nursing staff availability. So it was hard for nursing staff to see patients suffering but unable to do anything about it as they tried their best to help them but still ended up short, and losing fellow nursing staff due to the pandemic did not improve their situation.

The nursing staff in-home setting, which was seen to be working more than 12 hours per day, were seen to have an easier but not necessarily simple job as working with patients with diseases like dementia can be more challenging than caring for patients with physical problems, as people with dementia require more supervision and tend not to express gratitude and tend to be depressed. The nurse can project the depression from patients to themselves, significantly when the patient worsens over time and becomes less comfortable and sometimes even dies as a nursing staff has created a bond with the patient as they spend most of their time together.

Kourakos studied mental health and coping strategies among the nursing staff. They discussed that nursing staff exposure to various work-related stress affects their productivity and psychological health, whereby most were diagnosed with depression or anxiety. This primarily impacts nurses working with mentally ill patients at mental hospitals or homes working with mentally ill patients. The working environment is a considerable factor affecting the nursing staff's mental and physical health. The work environment that is seen to be most stressful tends to affect the nursing staff more. On the other hand, both types of nursing staff bring about satisfaction as they aim to help patients get well soon or be more comfortable. This means that when the working environment and conditions are improved, it can positively impact nursing staff at home and in hospitals.

Clinical Relevance

This study has shown that job stress and family pressure can influence nursing staff's mental and physical health, and different coping strategies should be explored to elevate the impact of the job on the nursing staff.

Limitations of the Study

The study was hard to conduct, especially in the questionnaire filling part. Due to the COVID-19 pandemic, most nursing staff were too busy or refused to fill in the questionnaires due to their tight schedule and overload of patients coming to the hospital to be treated. Also, the number of respondents was too small that it could not validate the results to a larger population. As the questionnaires were filled online and due to the pandemic all around the country, they were not filled with the appropriate magnitude as I felt most of the answers were not placed in proper consideration as there was no time to read, understand and respond accordingly.

Future Scope

Further studies are required on nursing staff on coping strategies, especially stress, and ways to improve the working environment to improve their health (mentally and physically) and improve their work efficiency. The nursing staff is essential people that work to help patients, and they should be recognized more and respected as they tend to work demanding jobs for long hours without asking for much in return. Therefore, more studies should be done on nursing staff to appreciate them and find better strategies for making their work more accessible and less risky to their health.

Conclusion

The study on the mental and physical health of nursing staff was able to identify different underlying factors that can affect their physical or mental state: mental health risk factors, the relationship between mental illness and both physical symptoms and productivity-related to work activities, as well as feeling and perceptions of the nursing staff members regarding the work process and their mental health. The risk factors identified were work demanding much strenuous labor for long hours, work-related accidents, violence in the workplace both from patients/family/doctors/management teams working with the nurse, the physical and mental demands of the job, excessive work activities, work pressure, poor relationships with the hospital management and patients' families.

The findings illustrated that these factors can impact physical and mental illness, which in turn leads to lower productivity and negative effect on the nurses' lives and their family/social relations. The physical and mental health of health workers and the work process are set in a way that can impact one another positively or negatively. This think provides a better understanding of different grounds that can create the nursing staff's mental and physical health complexity, demonstrating that the work process of these healthcare professionals involves peculiarities that expose nurses to the risk of both physical and mental disorders. This study also showed the importance of occupational nurses and their work regarding the health care of their work teams.

The nurse needs to understand the problems associated with mental health and physical health among themselves to recognize, identify and take care of risks at work, providing adequate mental health care and proper education to prevent them from bodily injury or infection that can be infected at work. Nursing in all settings, both at hospitals or at home, is critical as they assist both the physicians and patients to improve their patients health. Hence, it is essential to survey all these factors influencing their mental and physical health to develop strategies to keep them safe. By resolving most of the problems, we can improve their productivity and encourage more people to take a nursing career, either in hospitals or at home, as nurses are highly required in the health industry. The health of nursing workers is another challenge for this profession that needs to be taken as a sensitive matter and more light should be shined upon it.

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